

Revised Application Documentation: Version 5 / 25 May 2015

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Healthcare Sector Skill Council

C/o Confederation of Indian Industry, 23, Institutional Area Lodi Road New Delhi – 110 003

Name and contact details of individual dealing with the submission

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List of documents submitted in support of the Qualifications File (attached in following order)

1. Qualification Pack- Annexure1
2. Occupational Mapping Report-Annexure 2
3. Functional Analysis Report-Annexure 3
4. RFP for development of occupational standards-Annexure 4
5. Validation group and industry consultations- Annexure 5
6. The Brief Report on the whole process of the development, validation and notification of these qualification packs along with list of companies and Industry associations involved -Annexure 6
7. Human Resource & Skills Requirement in Healthcare Sector accessible on below given link:
<http://healthcare-ssc.in/images/Human%20Resource%20&%20Skills%20Requirement%20in%20Healthcare%20sector.pdf>
8. Quality Assurance Strategy of Assessment in HSSC-Annexure 7
9. Assessment criteria/framework-Annexure 8

QUALIFICATION FILE SUMMARY

Qualification Title	Medical Records and Health Information Technician (HSS/ Q 5501)		
Body/bodies which will assess candidates	Healthcare Sector Skill Council Accredited Assessing Bodies		
Body/bodies which will award the certificate for the qualification.	Healthcare Sector Skill Council		
Body which will accredit providers to offer the qualification.	Healthcare Sector Skill Council		
Occupation(s) to which the qualification gives access	<p>Medical Records Clerk, Health Information Clerk, Medical Records Technician, File Clerk, Medical Records Coordinator and Medical Records Analyst.</p> <p>Brief Job Description: Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system</p>		
Proposed level of the qualification in the NSQF.	Level 4		
Anticipated volume of training/learning required to complete the qualification.	1000 hrs.		
Entry requirements / recommendations.	Class XII in Science		
Progression from the qualification.	<p>Progression will be possible in both academic as well as professional area as:</p> <p>Level 5- Team Leader/ Supervisor – Medical records Department or Level 5: Specialization in Advanced Medical Coding, Bio-Statistics & Recording Systems through bridge course</p>		
Planned arrangements for RPL.	HSSC has developed RPL policy to conduct pre assessment of students for gap analysis as per NOS, sharing the gap & final assessments of students and certification. It is explained in section 1 under Assessment, Point 2		
International comparability where known	While writing the NOSs the UK NOSs were also referred to and an effort was taken to maintain comparability in the technical part of the NOSs.		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
HSS / N 5501 : Review patient records for completeness	Mandatory	Class Room and Skill Lab Training = 600 hours Clinical/Laboratory Training (OJT) = 400 hours	4
HSS / N 5502 : Maintain the disease registries and clinical database	Mandatory		4
HSS / N 5503 : Maintain medical record for	Mandatory		4

statutory compliance			
HSS / N 5504 : Maintain medical record for statistical database	Mandatory		4
HSS / N 5505 : Store medical records	Mandatory		4
HSS / N 5506 : Maintain confidentiality of medical records	Mandatory		4
HSS / N 5507 : Maintain medical records for medico legal cases	Mandatory		4
HSS/ N 9603: Act within the limits of one's competence and authority	Mandatory		4
HSS/ N 9606: Maintain a safe, healthy, and secure working environment	Mandatory		4
HSS/ N 9607: Practice Code of conduct while performing duties	Mandatory		4

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here:

Qualification pack is attached as Annexure 1

SECTION 1

ASSESSMENT

Name of assessment body:

If there will be more than one assessment body for this qualification, give details.

Manipal City & Guilds
IRIS corporate solutions pvt ltd
Aspiring Mind
CII

Will the assessment body be responsible for RPL assessment?

Give details of how RPL assessment for the qualification will be carried out and quality assured.

HSSC conducts QP-NOS based direct three-way assessment for each and every candidate applied for recognition of prior learning (vis. Certifying the un-certified but skilled workforce who acquired skills through experience of years). Here, the candidates may undergo short-term training of gaps identified. The assessment is conducted via HSSC certified assessor. The assessment pattern is as follows:

REGISTRATION

The candidates need to submit registration form online along with uploading of scanned copies of some mandatory documents. Based on screening of the form, the candidates would be registered on conforming following eligibility criteria.

PRE-ASSESSMENT: The purpose of Pre-assessment is to shortlist candidates as per prescribed limit, and also to notify gaps NOS wise to each candidate for their own self-training or opting for short-term training module before final assessment. The pre-assessment also informs about the reliability of information provided by candidates that they have experience working in the given job role. The pre-assessment is Online, Objective type, NOS based, with Each NOS compulsory each carrying 100 marks, No negative marking for incorrect answers, Test venue is kept as may be home/cyber café/institution/HSSC assessment center if the system have google chrome (Version 41.0.2272.101) and a web camera. Timed test link which expires after 90 minutes from the time of starting / writing the test is used for the same. Result is presented with no. of questions allotted and answered correctly for each NOS along with marks scored for each NOS out of 100.

PORTFOLIO SCREENING

Each registered candidate has to prepare and submit the portfolio as per formats given by HSSC. The portfolio may be verified by HSSC/nominated assessor during pre-assessment and scoring card is given for each portfolio.

FINAL ASSESSMENT: The candidates conforming to RPL guidelines based on both pre-assessment and portfolio screening are finally selected for final assessment. Final assessment is conducted through HSSC accredited Assessing body as per HSSC defined assessment criteria and NOS used for assessment of fresh entrants as described above. Final Assessment is conducted at the training site or at working place in case number of enrolled candidate from the site is more than 15. If needed, Assessment centers is arranged for assessment of candidates in cluster

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

QA regarding accreditation of Assessing Body:

The HSSC Accreditation process is divided into two steps:

- 1) Pre-accreditation process:
 - Apply for Accreditation: Application form with desired documents in prescribed format to be sent.
 - Document Compliance Check: to be done for ensuring the compliance and adherence of applied assessing body according to criteria laid down by HSSC.
 - Presentation on Quality Assurance: to be given by Assessing body highlighting the quality assurance process laid down by AB at the process points
 - Once the assessing body clears the due diligence process, the accreditation is given along with terms and conditions.
- 2) Post-accreditation process: Post accreditation, the accredited assessing bodies needs to fulfill following minimum eligibility criteria or requisites for implementation:
 - All Empanelled Assessors would have to undergo **"Train the Assessor"** Program conducted by HSSC for each job role time to time.
 - Accredited Assessing Body would have to abide with requisite time-lines, policies and regulations declared by HSSC.
 - Accredited Assessing Body with times would have to contribute in expansion of the questionnaire.

QA Regarding Assessment Criteria & papers:

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical are developed by Subject Matter Experts (SME) hired by Healthcare Sector Skill Council or with the HSSC accredited Assessment Agency as per the performance and assessment criteria mentioned in the Qualification Pack. The assessments papers are also checked for the various outcome based parameters such as quality, time taken, precision, tools & equipment requirement etc.

The assessment sets as well as assessment criteria are then reviewed by panel of experts from Industry as well as HSSC official for consistency and suitability. The assessments are designed so as to assess maximum parts during the practical hands on work. The technical limitations at the training centres are taken care in theory and viva.

All HSSC accredited Assessment Agency follow the "HSSC process of Assessment Framework" and HSSC approved assessment papers. The assessment by assessment agency will be completely based on the assessment criteria as mentioned in the Qualification Pack developed by HSSC.

Each NOS in the Qualification Pack (QP) will be assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Performance Criteria in the NOS will be assigned marks for or practical based on relative importance, criticality of function and training infrastructure.

The following tools are proposed to be used for final assessment:

1 Practical Assessment: This will comprise of a creation of mock environment in the skill lab which is equipped with all equipment's required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. will be ascertained by observation and will be marked in observation checklist. The end product will be measured against the specified dimensions and standards to gauge the level of his skill achievements.

2 Viva/Structured Interview: This tool will be used to assess the conceptual understanding and the behavioural aspects as regards the job role and the specific task at hand. It will also include questions on safety, quality, environment and equipment's etc.

3 Written Test: Under this test few key items which cannot be assessed practically will be assessed. The written assessment will comprise of

- i. True / False Statements
- ii Multiple Choice Questions
- iii Matching Type Questions.
- iv) Fill in the blanks

QA Regarding Assessors:

Assessors are selected as per the “eligibility criteria” laid down by HSSC for assessors for each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to HSSC Assessment Framework, competency based assessments, assessors guide etc. HSSC conducts “Training of Assessors” program time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) MOCK assessments
- 8) Sample question paper and practical demonstration

HSSC also conduct telephonic orientation of the assessors before each assessment for the given job role to assure quality, fairness and timely conduct of assessment.

The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments.

QA before, during and after Assessments:

HSSC ensures pre-requisites of Assessment needed by training institute regarding ARTICLES like Mannequins, Mock Ward Infrastructure, Transferring Equipment, Job role related equipment; INFRASTRUCTURE like Class rooms, Skill Lab, Aids like board/marker/logistics, Furniture like display tables, chairs; STAFF like Co-ordinator from training institute, Peon, Some additional members(for simulated situations, if required); DOCUMENTS like Admit Card, Govt. validated ID proof, Record Books like attendance, log book, internal evaluation sheets, Student Enrollment details; for CO-ORDINATION one full time co-ordination point for co-ordination with assessment coordinator before, during and after assessment.

HSSC ensures the three Phases of Assessment to be assured by assessing body and assessor for fair, consistent and quality assessment. The three phases of assessment is enlisted below:

PREPARATORY PHASE: **Documents ensured to be packed, sent and received:** Seal Pack of Sets of Papers, Invigilation Sheet/Covering letter, OMR/Answer sheet; Well **Co-ordination needs to be assured between** Assessment Co-ordinator of assessing body, HSSC official, Co-ordinator from skill center and assessor.

PHASE OF CONDUCT:

1) **Written Examination:**

- o Assessor should reach the VTP 30 minutes before the assessment and ensure that all the arrangements are as per the HSSC rules and regulation
- o He should make seating arrangement to students leaving minimum 3 feet space between candidates.
- o He should make the students sit in the order of seating arrangements.
- o The enrolment numbers are to be written on the desks before the arrival of students.
- o The details to be filled like assessor name , date and Qualification name should be written on the board
- o Learners should keep all their belongings outside the classroom. All mobiles should be switched off and kept on the desk in front of the invigilator

- o The seal of the assessment materials is opened in front of the students.
- o OMR sheets to be distributed to all learners
- o Assessors should instruct the learners on the rules and regulation of the assessment
 - No. of questions
 - Duration of paper
 - Disciplinary rules
 - Administrative rules

2) Attendance:

- o The assessor/assessment co-ordinator needs to get signature of all candidates while theory as well as practical examination on invigilation sheet. The sheets are signed and stamped by the In-charge /Head of the Training Centre.
- o The assessor/assessment co-ordinator needs to verify the authenticity of the candidate by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form.
- o The assessor/assessment co-ordinator needs to punch the trainee's roll number on all the test pieces.
- o The assessor/assessment co-ordinator needs to take a photograph of all the students along with the assessor standing in the middle and with the centre name/banner at the back as evidence.
- o The assessor/assessment co-ordinator needs to carry a camera to click photograph of the trainees working on the job and giving theory exam as evidence.
- o The assessor/assessment co-ordinator also needs to carry a photo ID card.
- o The assessor/assessment co-ordinator also needs to take the photographs as evidence from appropriate angles/sides of the final work piece/job submitted by the trainee. This evidence is signed by the trainee at the time of submission of the job piece.
- o The assessor/assessment co-ordinator needs to measure the dimensions and finish of the submitted job piece as per the tolerance or standards mentioned in the assessment guide.

3) Segregate learners into batches:

- o Assign combination of one critical and one elementary NOS along with the soft skill NOS
- o Allocate time to learner
- o Ask learners to be present 5 minutes earlier than the time allotted at the lab

4) Conduct Practical Assessments:

- o Assign practical task to the learners
- o Ask the learner to collect articles and be ready for assessments
- o Observe learner conducting the assigned task
- o Evaluate and Record observations and marks and in the recording sheets
- o You may ask learners question on the task being done

5) Conduct Viva:

- o Ask questions from the learners on the assigned task
- o Ask questions prescribed in the assessment guide on non-prescribed tasks to ensure that the learners have complete knowledge on the assessment

6) Collate Results:

- o Check written answer scripts
- o Sum up the practical NOS marks
- o Sum up the viva marks
- o Remember to sign off on all sheets where scores are mentioned
- o Submit the collated result to assessment body representative/project manager

7) Surprise Visits/Surveillance check is kept to ensure the quality and fair assessments.

POST-ASSESSMENT PHASE

1) **Verify Result**

- o Check for accuracy of names and date of birth
- o Check for accuracy of marks against each learner
- o Ensure that the pass percentage is correctly applied to the result
- o Ensure that the learner has cleared all sections of the assessments in line with the HSSC assessment strategy
- o Check if the excel sheet for each learner is accurately filled and is available for cross referencing with the covering result sheet
- o Each and every result has to get cross-verified by HSSC official

2) **Upload/Sharing of Results**

- o Once the results are ready it is uploaded on the SDMS website/portal and verified on the same
- o Or the results are shared to Training institute only by HSSC.
- o In case of any query or issue raised for assessment, the assessments are subjected to re-evaluation as per protocol laid down by HSSC.

3) **Documentation**

- o Question papers are kept in secure cupboard with limited and controlled access.
- o Used OMR sheets are to be stored for the next ten years
- o QP should be always current version

Assessment process and guidelines are attached as Annexure 7

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

1. **Quality Assurance Strategy of Assessment in HSSC attached as Annexure 7**
2. **Assessment Criteria attached as Annexure 8**

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as per the assessment criteria. Insert the required number of rows.

<u>Job Role</u>	Medical Records & Health Information Technician
<u>Qualification Pack Code</u>	HSS/ Q 5501
<u>Sector Skill Council</u>	Healthcare Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score as per assessment grid.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Skills Practical and Viva (80% weightage)					
				Marks Allotted	
Grand Total-1 (Subject Domain)				400	
Grand Total-2 (Soft Skills and Communication)				100	
Grand Total-(Skills Practical and Viva)				500	
Passing Marks (80% of Max. Marks)				400	
Theory (20% weightage)					
				Marks Allotted	
Grand Total-1 (Subject Domain)				80	
Grand Total-2 (Soft Skills and communication)				20	
Grand Total-(Theory)				100	
Passing Marks (50% of Max. Marks)				50	
Grand Total-(Skills Practical and Viva + Theory)				600	
Final Result				Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail	
Detailed Break Up of Marks				Skills Practical & Viva	
Subject Domain				Pick any 2 NOS each of 200 marks totaling 400	
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1. HSS / N 5501: Review patient records for completeness	PC1. Collect the discharge notes or previous day discharge file from the concerned nurse	200	50	15	35
	PC2. Assemble patients' health information		20	10	10
	PC3. Make sure that patients' initial medical charts are complete		30	10	20
	PC4. Check that all related forms are completed, properly identified and authenticated, and that all necessary information is present		50	15	35

	PC5. Communicate with physicians and other health care professionals to clarify diagnoses or to obtain additional information or complete the forms and files when the information is missing		20	5	15
	PC6. Use computer programs to perform documentation		30	5	25
	Total		200	60	140
2.HSS / N 5502: Maintain disease registries and clinical database	PC1. Provide the disease code to the medical record of discharged patient	200	45	10	35
	PC2. Review the medical record inpatient admission sheet, discharge summary, history and physical, physician progress notes, consultation notes, operation and procedure notes		40	10	30
	PC3. Provide right code to the right disease		40	10	30
	PC4. Enter the medical records data in computer		30	5	25
	PC5. Maintain and record the data for patients suffering from different disease e.g. heart disease patients, cancer patient, etc.		45	10	35
	Total		200	45	155
3.HSS / N 5503: Maintain medical record for statutory compliance	PC1. Record and maintain data for birth and death rates	200	50	15	35
	PC2. Provide the data to Municipal corporations for registration		50	15	35
	PC3. Record and maintain data for communicable diseases/endemic diseases		50	15	35
	PC4. Provide medical record data to government bodies for preparing census as per the regulations and policies		50	15	35
	Total		200	60	140
4.HSS/ N 5504: Maintain medical records for statistical database	PC1. Ensure to keep the information in the medical records updated	200	30	10	20
	PC2. Maintain the record of inpatient and OPD regularly		30	10	20
	PC3. Maintain the disease record		30	10	20
	PC4. Ensure to keep track of surgeries, transplant, etc.		40	10	30
	PC5. Record the statistics weekly, monthly, yearly		40	10	30
	PC6. Maintain the statistics depending on the information gathered for each case		30	10	20
	Total		200	60	140
5. HSS / N 5505: Store medical records	PC1. Retain and store the medical records as per the organisation protocol and review them for completion	200	40	10	30

	PC2. Know how to store the medical records		30	20	10
	PC3. Retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists		30	15	15
	PC4. Enter the laboratory results in the report carefully		30	15	15
	PC5. Know how to maintain and store the old records		30	15	15
	PC6. Take approval prior to destroying any old medical record		40	10	30
	Total		200	85	115
6.HSS/ N 5506: Maintain confidentiality of medical records	PC1. How to maintain the confidentiality of the medical records	200	40	10	30
	PC2. That patient information should not be disclosed to any unauthorised person		30	0	30
	PC3. The process and written consent of authorized person before releasing any information related to patient records		70	20	50
	PC4. Medical Records in the department are kept secured and in strict confidentiality		60	10	50
	Total		200	40	160
7.HSS/ N 5507: Maintain medical records for medico legal cases	PC1. How to properly keep the record of medico legal case	200	80	20	60
	PC2. How to ensure the organisation protocols are followed while maintaining the medico legal records		60	10	50
	PC3. How to keep and maintain the record files for long duration		60	10	50
	Total		200	40	160
Grand Total-1 (Subject Domain)			400		
Soft Skills and Communication			Pick one field from both parts each carrying 50 marks totaling 100		
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
Part 1 (Pick one field randomly carrying 50 marks)					
1. Attitude					
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	30	2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		2	0	2

	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		8	4	4
	PC4. Maintain competence within one's role and field of practice		2	0	2
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2
			30	12	18
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	20	3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		3	1	2
	PC4. Maintain competence within the role and field of practice		1	0	1
	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2
				20	7
Attitude Total		50	50	19	31

Part 2 (Pick one field as per NOS marked carrying 50 marks)

1. Safety management

HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4

	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		4	3	1
	PC4. Identify potential hazards and breaches of safe work practices		6	4	2
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		6	4	2
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		6	4	2
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2
	PC9. Complete any health and safety records legibly and accurately		6	2	4
			50	25	25
Grand Total-2 (Soft Skills and communication)			100		
Detailed Break Up of Marks		Theory			
Subject Domain		Pick all PCs of all NOS totaling 80			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (80)	Marks Allocation		
			Theory		
1. HSS / N 5501: Review patient records for completeness	PC1. Collect the discharge notes or previous day discharge file from the concerned nurse	16	2		
	PC2. Assemble patients' health information		2		
	PC3. Make sure that patients' initial medical charts are complete		4		
	PC4. Check that all related forms are completed, properly identified and authenticated, and that all necessary information is present		4		
	PC5. Communicate with physicians and other health care professionals to clarify diagnoses or to obtain additional information or complete the forms ad files when the information is missing		2		
	PC6. Use computer programs to perform documentation		2		
	Total		16		
2.HSS / N 5502: Maintain disease	PC1. Provide the disease code to the medical record of discharged patient	14	4		

registries and clinical database	PC2. Review the medical record inpatient admission sheet, discharge summary, history and physical, physician progress notes, consultation notes, operation and procedure notes		2
	PC3. Provide right code to the right disease		2
	PC4. Enter the medical records data in computer		2
	PC5. Maintain and record the data for patients suffering from different disease e.g. heart disease patients, cancer patient, etc.		4
	Total		14
3.HSS / N 5503: Maintain medical record for statutory compliance	PC1. Record and maintain data for birth and death rates	10	2
	PC2. Provide the data to Municipal corporations for registration		2
	PC3. Record and maintain data for communicable diseases/endemic diseases		2
	PC4. Provide medical record data to government bodies for preparing census as per the regulations and policies		4
	Total		10
4.HSS/ N 5504: Maintain medical records for statistical database	PC1. Ensure to keep the information in the medical records updated	14	2
	PC2. Maintain the record of inpatient and OPD regularly		2
	PC3. Maintain the disease record		2
	PC4. Ensure to keep track of surgeries, transplant, etc.		2
	PC5. Record the statistics weekly, monthly, yearly		4
	PC6. Maintain the statistics depending on the information gathered for each case		2
	Total		14
5. HSS / N 5505: Store medical records	PC1. Retain and store the medical records as per the organisation protocol and review them for completion	12	2
	PC2. Know how to store the medical records		2
	PC3. Retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists		2
	PC4. Enter the laboratory results in the report carefully		2
	PC5. Know how to maintain and store the old records		2
	PC6. Take approval prior to destroying any old medical record		2
	Total		12

6.HSS/ N 5506: Maintain confidentiality of medical records	PC1. How to maintain the confidentiality of the medical records	8	2
	PC2. That patient information should not be disclosed to any unauthorised person		2
	PC3. The process and written consent of authorized person before releasing any information related to patient records		2
	PC4. Medical Records in the department are kept secured and in strict confidentiality		2
	Total		8
7.HSS/ N 5507: Maintain medical records for medico legal cases	PC1. How to properly keep the record of medico legal case	6	2
	PC2. How to ensure the organisation protocols are followed while maintaining the medico legal records		2
	PC3. How to keep and maintain the record files for long duration		2
	Total		6
Grand Total-1 (Subject Domain)		80	80
Soft Skills and Communication		Select each part each carrying 10 marks totaling 20	
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (20)	Marks Allocation
			Theory
Part 1 (Pick one field randomly carrying 50 marks)			
1. Attitude			
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	6	6
	PC2. Work within organisational systems and requirements as appropriate to one's role		
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		
	PC4. Maintain competence within one's role and field of practice		
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		

		Total	6
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	4	4
	PC2. Work within organisational systems and requirements as appropriate to the role		
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		
	PC4. Maintain competence within the role and field of practice		
	PC5. Use protocols and guidelines relevant to the field of practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and patient safety		
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		
	Total		
Attitude Total		4	10
Part 1 Total		10	10
Part 2 (Pick one field as per NOS marked carrying 50 marks)			
2. Safety management			
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	10	10
	PC2. Comply with health, safety and security procedures for the workplace		
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		
	PC4. Identify potential hazards and breaches of safe work practices		
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		
	PC9. Complete any health and safety records		

	legibly and accurately		
	Total		10
Part 2 Total		10	10
Grand Total-2 (Soft Skills and communication)		20	

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

While collecting data from the companies for the occupational map & functional analysis, we also took feedback from industry, which was collected with respect to roles for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of HSSC gave final approval and endorsement for the same.

What is the estimated uptake of this qualification and what is the basis of this estimate?

The workforce in allied healthcare sector need expected to around 74 lac by 2022 double the workforce employed in 2013 as envisaged in Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Healthcare Sector is <http://healthcare-ssc.in/images/Human%20Resource%20&%20Skills%20Requirement%20in%20Healthcare%20sector.pdf>

- Feedback from industry for demand though again sample size may not lend to accurate figures
- Training duration, and current and potential training capacity envisaged
- An LMIS development initiative is being put in place to be more precise regarding the demand and supply

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work
- NSDC QRC team also confirmed the same

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- Agencies/personnel would be appointed by the HSSC to interact with training providers, employers, assessors to gather feedback in implementation.
- Monitoring of results of assessments, training delivery
- Employer feedback will be sought post-placement
- A formal review is scheduled in two year time

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. **Occupational Mapping Report-Annexure 2**
2. **Functional Analysis Report-Annexure 3**

3. RFP for development of occupational standards-Annexure 4
4. Validation group and industry consultations- Annexure 5
5. The Brief Report on the whole process of the development, validation and notification of these qualification packs along with list of companies and Industry associations involved -Annexure 6
6. Human Resource & Skills Requirement in Healthcare Sector accessible on below given link:

<http://healthcare-ssc.in/images/Human%20Resource%20&%20Skills%20Requirement%20in%20Healthcare%20sector.pdf>

SECTION 3

SUMMARY OF DIRECT EVIDENCE OF LEVEL

Justify the NSQF level allocated to the QP. Relate information about the job role and build upon the five descriptors for the level to justify.

Generic NOS is/are linked to the overall authority attached to the job role.

Qualification Title and Classification Code Medical Record & Health Information Technician HSS/Q5501					
Process required	Professional knowledge	Professional skill	Core skill	Responsibility	Level
The Medical Record & Health Information Technician compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. They work in familiar, predictable, routine, situation of clear choice	The Medical records and health information technician should have the ability to understand and follow complex technical instructions, ability to pay close attention to detail, ability to effectively use computer applications, familiarity with the techniques of maintaining a filing system, accuracy, dependability, meticulous, communicative, a passion for helping people, experience in medical environment and terminology. The individual should also be able to demonstrate clinical skills,	Medical Record & Health Information Technician is expected to Review patient records for completeness, maintain the disease register and clinical database, maintain medical records for statutory & statistical database, storage of medical records, maintenance of medical records for medico legal cases compliance. All these are activities that require him/her to demonstrate his practical skill, as per the scope of the job role, using appropriate tool,	Essential attributes of Medical Record & Health Information Technician is to write medical reports clearly and concisely and in a proper format. Use effective written communication protocols. Ensure that laboratory results are accurately documented and retained in Accordance with existing legislation. Understand written sentences and paragraphs in work related documents. Read the lab results and medical reports. Communicate with the concerned person if the information provided or the medical records	The Medical Record & Health Information Technician has to compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory Requirements of the health care system. They process, maintain, compile, and report patient information for health requirements and standards in a manner consistent with the healthcare industry's numerical coding system This is critical as it	4

	Communication skills and ethical behaviour. This indicates that a Medical Record & Health Information Technician must have factual knowledge of field or study in order to perform activities correctly.	quality concepts, responsible for carrying out range of activities, requiring either laid down approach or may adopt alternative approaches as per the best evidenced practices.	are not complete. This requires communication skills (written or oral) with required clarity and indicates that he/she should have the basic understanding of social, political and natural environment.	indicates that the person is responsible for his own work and learning. This is further reconfirmed by the fact that The Medical Record & Health information Technician is expected to learn and improve his/her practice while on the job and is referred as “skilled workers	
Level: 4	Level: 4	Level: 4	Level: 4	Level:4	4

OTHER EVIDENCE OF LEVEL [This need only be filled in where evidence other than primary outcomes was used to allocate a level] **(Optional)**

- Validated by Industry through various training provider & stake holders

Summary of other evidence (if used): NA

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Horizontal and vertical mobility options have been articulated.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

- Occupational Mapping Report-Annexure 2**
- Functional Analysis Report-Annexure 3**
- Validation group and industry consultations- Annexure 5**
- The Brief Report on the whole process of the development, validation and notification of these qualification packs along with list of companies and Industry associations involved -Annexure 6**